

Patient Handbook



General Leonard Wood

Army Community

Hospital

May 2006

This information booklet is provided to our service members and their families who stand ready to defend our nation. You deserve the finest quality care possible. In addition, we recognize the contribution of our retirees and are committed to continuing to provide care to the greatest extent possible.

The staff of General Leonard Wood Army Community Hospital (GLWACH) is dedicated to making your health care a positive and personal experience. Our staff is the best educated and most professional physicians, nurses and support personnel in the Army Medical Department. Our goal is to promote wellness and improve your health. We encourage you to participate in the wellness programs, get your wellness checks and ensure the information about you and your family members is current.

GLWACH is accredited by several national organizations including The Joint Commission on Accreditation of Health Care Organizations. The Department of Radiology is accredited by the Food and Drug Administration, the Nuclear Regulatory Commission and the American College of Radiology for Mammography. The Department of Pathology is accredited by the College of American Pathologists, American Association of Blood Banks and the Clinical and Laboratory Standards Institute.

We want this booklet to be useful for you. If you have recommendations for improvement or questions about services please contact the Chief of the Managed Care Division at (573) 596-0425/4949. Please visit our website at <http://glwach.amedd.army.mil>.

COMMANDER
General Leonard Wood
Community Hospital

General Leonard Wood Army Community Hospital
126 Missouri Avenue
Fort Leonard Wood, MO 65473

Because we value mutual trust, respect and cooperation, it is also important that you understand that **you are responsible for:**

1. Following all hospital rules and regulations, including respect for hospital staff and property.
2. Controlling your actions to prevent injury to yourself, other patients and staff members.
3. Maintaining a safe environment free of non-prescriptive or illegal drugs, alcohol and weapons.
4. Providing, to the best of your knowledge, accurate and complete information about your current and past health, advance directives, living wills and other health-related matters.
5. Asking questions when you do not know or understand your care, treatment and services, or what you are expected to do.
6. Considering the rights and privacy of other patients and staff members and controlling inappropriate verbal or physical behavior. This includes controlling noise, number of visitors and following smoking regulations.
7. Discussing and sharing your views about your needs and expectations, including pain and perceived risk or safety issues.
8. Agreeing or disagreeing with your contemplated plan of care or course of action and for consenting or not consenting to a specific treatments or procedure.
9. Accepting the consequences for outcomes if you do not follow the treatment plan provided.
10. Providing accurate and complete financial information to the best of your knowledge.

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As a patient at General Leonard Wood Army Community Hospital, you are a key member of our health care team and **have the right to:**

1. Receive the highest quality care possible without discrimination on the basis of age, race, color, gender, sexual orientation, disability, religion, national origin, culture or ability to pay.
2. Be treated with dignity, compassion and respect and expect privacy and confidentiality while provided reasonable protection from harm, abuse, neglect and harassment.
3. Have a family member (or other representative) and your physician notified promptly of your admission to the hospital.
4. Communicate freely and privately with individuals outside this facility and to have or refuse visitors and telephone calls.
5. Practice your religious, cultural, spiritual and ethical beliefs, provided they do not harm others, or interfere with your planned course of treatment or hospital policy.
6. Have your pain assessed and managed in a timely manner.
7. Contact and use protective, helping and advocacy services as needed for care or safety.
8. Participate and discuss your medical treatment with your physician; refuse treatment to the extent permitted by law; and be informed of the medical consequences of refusal.
9. Participate in considering ethical issues and making decisions that affect your care and dignity; and to request an Ethics Advisory Committee consult on those issues.
10. Request an attendant of the same sex when services are provided which you consider a personal intrusion, or your dignity or privacy could be compromised.

Patient Responsibilities

which patients can seek resolutions to their problems, concerns and unmet needs.

Beneficiary Counseling Assistant Coordinator (BCAC) is the liaison to resolve beneficiary issues regarding TRICARE. Counseling is available to all beneficiaries regarding all of the TRICARE programs. Beneficiaries needing assistance with troubleshooting claims, enrollment issues, authorization problems or other system problems that are exceedingly complicated, unduly delayed or inappropriately handled should contact the BCAC.

Debt Collection Assistance Officer (DCAO) is available to assist beneficiaries in determining the validity of collection agent claims/negative credit reports received for debts incurred as a result of medical/dental care under the TRICARE Program. The DCAO can also assist the beneficiary in obtaining a determination as to whether or not the basis for the underlying alleged debt or collection notice is valid. For more information on these programs, please call **(573) 596-0418**.

Patient Rights

Important Telephone Numbers

Emergency	911
Emergency Room	(573) 596-0456
Poison Control	1-800-366-8888
Appointments	1-866-299-4234
Pharmacy	(573) 596-0514
EFMP	(573) 596-0049
Clinic Access	(573) 596-1490
Beneficiary Counseling and Assistance Coordinator	(573) 596-0418
Debt Collection Assistance Coordinator	(573) 596-0418

Important Web Sites

TRICARE Web Site	www.tricare.osd.mil
TRICARE West Region Contractor TriWest Healthcare Alliance	www.triwest.com 1-888-TRIWEST (1-888-874-9378)
TRICARE Service Center	www.triwest.com 1-888-TRIWEST (1-888-874-9378) www.tricare.osd.mil/tricareservicecenters
Provider Directory	www.triwest.com 1-888-TRIWEST (1-888-874-9378) www.tricare.osd.mil/ProviderDirectory
Beneficiary Counseling and Assistance Coordinator (BCAC)	Visit the BCAC directory online to find a BCAC near you. www.tricare.osd.mil/bcacdirectory
Debt Collection Assistance Coordinator (DCAO)	Visit the DCAO directory online to find a DCAO near you. www.tricare.osd.mil/DCAO
TRICARE Mail Order Pharmacy (TMOP)	www.express-scripts.com/TRICARE 1-866-/DoD-TMOP
TRICARE Retail Pharmacy Program (TRRx)	www.express-scripts.com/TRICARE 1866-DoD-TRRx
Other Pharmacy Questions	www.tricare.osd.mil/pharmacy
TRICARE Dental Program (TDP)	www.ucci.com 1-800-866-8499
TRICARE Retiree Dental Program (TDRP)	www.trdp.org 1-888-838-8737
Filing a Claim	1-888-TRIWEST (1-888-874-9378) www.triwest.com www.tricare.osd.mil/claims
TRICARE and Medicare (TRICARE for Life) WPS-TFL	www.tricare4u.com 1-866-773-0404 (TDD telephone access: (1-866-773-0405))
Health Information Library	1-888-TRIWEST (1-888-874-9378)

For Service Members being assigned to Fort Leonard Wood

General Leonard Wood Army Community Hospital is located at 126 Missouri Ave, Building 310, approximately three miles south of Interstate 44. Visit the General Leonard Wood Army Community Hospital, Patient Information web site at: <http://glwach.amedd.army.mil>.

1. What is the first thing I should do when I arrive on Fort Leonard Wood?

A. Take your medical records and in-process at the Soldier Service Center, Building 470, 2nd floor, room 2226 across from the ID card office. We recommend you bring your spouse. You will be greeted and assisted by representatives from the Patient Administration Division and the TRICARE Service Center.

2. What happens to my medical records when I turn them in at Building 470?

A. Records are processed in at Building 470 and brought to the hospital the same day. They are then accessible for appointments.

3. Where do I take my family members medical records?

A. Upon arrival at Fort Leonard Wood, if you DO NOT turn in family member records at Building 470, then bring them to the Outpatient Records Department at GLWACH. Please turn in records as soon as you arrive so they can be processed. The records need to be available to the new provider for continuity of care. Making appointments will go smoother if registration is complete at the time you request care. For more information, please call **573-596-0034**.

4. I am not registered in DEERS, how do I accomplish this?

A. Registration for DEERS is performed at Building 470; please call **573-596-8917** for more information.

Flight Medicine
General Surgery
Gynecology
Health Promotions
Immunizations
Internal Medicine
Laboratory
Neurology
Obstetrics
Occupational Therapy

Pediatrics
Physical Therapy
Podiatry
Preventive Medicine
Psychiatry
Psychology
Respiratory Therapy
Social Work Services
Urology
Well Women Services

Radiology (including general radiology, CT, Ultrasound, MRI and Nuclear Medicine)

2. What volunteer opportunities are available at GLWACH?



Volunteers are a valuable part of the healthcare team. Anyone wishing to volunteer their time to the hospital should contact the American Red Cross. Volunteers attend the Basic Red Cross Volunteer Orientation as well as Hospital Orientation before placement. A current health certificate from the hospital's Occupational Health Clinic is also required. The Retiree Information Desk is staffed with dedicated retirees. These retirees donate their time to assist other retirees. Retirees interested in participating in this program should stop by the Information Desk in the Hospital lobby for more information. We also have an Animal Visitation Program. Pet owners become American Red Cross Volunteers; have their pets certified by the veterinary clinic and then can bring their pets to visit patients and staff. Contact the American Red Cross at **(573) 596-0130, ext. 6-9098** for more information.

3. Where do I go if I have a compliment/complaint or other issue?

A. The Customer Service Office offers the following assistance to beneficiaries:

Patient Representative who serves as the liaison between patients and the organization, and between the organization and the Ft Leonard Wood Community it serves. This office provides a specific channel through

4. Are all hospital services open to retirees?

A. Not always. Our primary mission is to care for the service members and then their family members. All TRICARE Prime enrollees have priority over those who are not enrolled. If you need a service and it is not available you may be referred to a TRICARE network provider. If you are a retiree you may have a small co-pay when seeing a civilian network provider.

5. What is TRICARE Plus?

A. TRICARE Plus is a program for retirees who were selected from a random lottery. This program allows beneficiaries to continue receiving care at GLWACH after the age of 65 provided they have enrolled in Medicare Part A and Part B. The spouse of a TRICARE Plus beneficiary will be eligible to submit an application for enrollment in the TRICARE Plus Program the month prior to their 65th birthday. For more information, please call **(573) 596-0429**.

6. What services are offered at the VA Clinic?

A. The Department of Veterans Affairs, Community Based Outpatient Clinic is operated by the Harry S. Truman Memorial Veterans Hospital and is located on the ground floor at the Southwest entrance of GLWACH. The VA Clinic provides primary care services to eligible veterans and Compensation and Pension examinations for retiring and ETSing military personnel. The clinic is staffed by a physician, adult nurse practitioners and support personnel. The clinic is open Monday through Friday, 0730 - 1600, except federal holidays. For more information please call **(573) 329-8305**.

General Information

1. What services are available at the hospital?

Audiology	Ophthalmology
Community Health	Optometry
Drug and Alcohol	Oral Surgery
Emergency Services	Orthopedic Surgery
Family Practice	Otolaryngology



5. Is care available after duty hours?

A. The GLWACH emergency room is for emergencies and acute care needs after duty hours and on weekends. The ER is open 24/7 and may be reached by calling **(573) 596-0456**. Routine and non-urgent care should be scheduled with your PCM or the HAMIC. Recommend you call the ER prior to visiting if you have a condition which is not an emergency.

6. How do I make an appointment?

A. Active duty service members will be enrolled with a primary care manager (PCM) at General Leonard Wood Army Community Hospital (GLWACH). Depending on your family situation you may be enrolled to either the Family Practice or Internal Medicine Clinic. You may request enrollment to a particular clinic or provider and depending on availability everything will be done to accommodate your request. You may make an appointment by calling **1-866-299-4234**, M - F, 0700 - 1630, except federal holidays.

If you are a family member you must elect to enroll in TRICARE Prime, if you do you will be enrolled with your sponsor to either the Family Practice or Internal Medicine Clinic and the children enrolled to the Pediatric Clinic. You may make an appointment by calling **1-866-299-4234**, M - F, 0700 - 1630, except federal holidays.

If you are a student attending a basic or career course or attending a short or MOS producing course you will be seen in the Hospital Acute Minor Illness Clinic (HAMIC) on a walk in basis. The HAMIC is located on the 1st floor of the hospital and is open M - F, 0630 - 1530, except federal holidays.

7. Where do I go for dental care?

A. The Fort Leonard Wood Dental Activity provides dental care to all assigned Soldiers. Active duty permanent party including the Marine, Navy and Air Force Detachments receive treatment at Harper Dental Clinic,



located at the corners of Virginia and West 4th Streets. Hours of operation are 0730 - 1630, Monday through Friday, with sick call hours from 0830 - 0930. The phone number is **(573) 596-0408**. Roll Dental Clinic, located at 1724 Nebraska Avenue, serves all Soldiers in training. Operating hours are 0730 - 1630, Monday through Friday, with sick call from 0730 - 0930. The phone number is **(573) 596-0364**. Dental emergencies after hours report to the GLWACH emergency room. Family members of active duty can contact the United Concordia TRICARE Dental Program at **1-800-866-8499** or visit the website at www.ucci.com. The TRICARE Retiree Dental Plan is available to Uniformed Services Retirees and their family members. For additional information contact Delta Dental Plan of California at **1-888-838-8737**.

8. What services are offered at the Community Health Resources Center?

A. The Community Health Resources Center, formerly known as the Health Promotion Center, offers the following classes: Asthma Awareness; Pets & Legal Issues & Pregnancy; Breast Feeding; Breathing Technique; Cholesterol Control; Hypertension; Infant Care; Infant CPR; Diabetes Education Glucometer; Nutritious Weigh; Pregnancy I; Nutrition During Pregnancy; Self-Care; Tobacco Cessation and Glucometer Education. For more information please call **(573) 596-0491**.

9. How do I participate in the Self-Care Program?

A. The Self-Care program allows personnel enrolled to GLWACH to take an active role in caring for their minor illnesses and injuries. At the end of the self-care class you will be provided a self-care book and a self-care card you can use to obtain over the counter medication at the pharmacy without a prescription. For more information please call **(573) 596-0491**.

10. Can I see a civilian provider?

A. If you are enrolled in TRICARE Prime at GLWACH, you will receive the majority of your care here in the hospital. If you require specialty care that we cannot provide, your Primary Care Manager (PCM) will refer you



quality and mold testing; chemical exposure recognition and testing; heat and cold stress; noise level testing and control; ventilation testing and design recommendations; illumination testing; ergonomics/lifting; recommend medical surveillance and construction design review. For more information please call **(573) 596-0064**.

Retiree Care

1. Where will retirees receive their care?

A. Retirees may be enrolled to either the Family Practice or Internal Medicine Clinic. (If they have children age 0 - 17 they may be enrolled to the Pediatric Clinic or the Family Practice Clinic.) You may request enrollment to a particular clinic or provider and depending on availability everything will be done to accommodate your request. Appointments may be made by calling **1-866-299-4234**. Please visit the GLWACH web site for more information.

2. Can I enroll to a civilian primary care manager?

A. Yes, if you live outside the 30 minute drive time but still within the catchment area. You may enroll to a TRICARE network primary care manager (PCM) who practices within the catchment area. Before requesting a civilian PCM you should check to make sure they are accepting patients. There will be a small co-pay for Retirees who see civilian PCMs.

3. If I see a civilian provider can I still get my prescriptions filled at the hospital?

A. Yes, the civilian physician should have a signature card on file at the hospital pharmacy. The Pharmacy staff can assist the provider in completing the signature card. There are other TRICARE options for filling prescriptions which include using network pharmacies with a small co-pay or the mail out pharmacy which also has a small co-pay but will provide 90 days of pharmaceuticals. The Pharmacy may not carry items the civilian provider has requested. We recommend the provider request a copy of the formulary or call the pharmacy before writing the prescription. Sometimes we may offer substitute items.

public. What training and approval must I have regarding food safety?

A. All bake sales or temporary food sales on Ft Leonard Wood must be approved by GLWACH Environmental Science Officer. As least one representative for each event must complete and pass a take-home "Temporary Vendor and Bake Sale Training Course" and complete a permit application. The training course and permit application should be completed 6 - 8 weeks prior to the event. Individuals completing and passing the course will receive a wallet card valid for one year. At a minimum, one certified temporary food handler must be present during each event. Locations where home made food items are sold must provide the following notice stating: "The food for sale or service at this function has been prepared in a kitchen that is not subject to regulation and inspection by the regulatory authority."

42. I have observed insects and/or rodents in my work/housing area. Who should I report this to?

A. All insect and rodent complaints must be reported directly to Environmental Health Section (EH) at **573-596-9593** or **573-596-0519** for remedial action.



43. I caught a spider in my home/work area. Who can tell me if the spider is dangerous?

A. Environmental Health staff members are trained in spider identification and will, upon request identify spiders. For more information please call **573-596-0519**.

44. What other services are offered by Environmental Health?

A. Environmental Health can provide entomological site assessments; provide training materials and/or Cold and Hot Weather Injury Prevention briefings and Field Sanitation Training. Other information/training is available by calling **573-596-0519**.

45. What services are provided by Industrial Hygiene?

A. Industrial Hygiene provides assessments for the following health hazards: respiratory protection selection and fit testing; indoor air

to a network provider by ordering a consult for you for that care. That consult will be processed by the GLWACH Referral Center and by TriWest. You will receive a letter from TriWest within 14 days. That letter will provide instructions to you on how to coordinate your care with a civilian network provider to include calling **1-866-876-2383** to activate your referral. If you have not heard from TriWest within 14 days, please call 1-888-TRIWEST (**1-888-874-9378**) to coordinate your care.

11. My provider has given me a referral to a civilian provider, what do I do?

A. If you have received a routine referral you can expect to receive a letter from TriWest Healthcare Alliance within 10-14 days. If you have not received the letter in this time please call 1-888-TRIWEST (**1-888-874-9378**).

12. What is TRICARE?

A. TRICARE is the name of the Department of Defense's managed health care program for active duty military, active duty service families, retirees and their families and other beneficiaries.

13. How do I enroll in TRICARE?

A. All beneficiaries are eligible for TRICARE standard as soon as they become eligible in DEERS. To be enrolled in TRICARE Prime you must fill out a TRICARE Prime Enrollment Application and give to one of the TRICARE Service Centers (Building 470 or 6th floor of the Hospital) or go to the TriWest Website at www.TriWest.com and fill out an application electronically.

14. When will my enrollment become effective?

A. All initial enrollment periods shall begin on the first day of the month following the month in which the enrollment applications are received by the contractor. If an application is received after the twentieth of the month, enrollment will begin on the first day of the second month in which the application is received by the contractor.

15. What happens when I PCS?



A. Enrollees may transfer enrollment when they move. The losing contractor shall provide continuing coverage until (1) the enrollee applies for enrollment in the new location, (2) the enrollee disenrolls, or (3) the enrollee is no longer eligible for enrollment in TRICARE prime.

16. What happens to my Prime enrollment when I retire?

A. When a family goes from Active Duty status to Retired status a new enrollment application must be completed and given to the contractor. To ensure continuous Prime coverage the enrollment application must be received by the contractor before the twentieth of the month prior to enrollment. Retirees who are under age 65 and who reside within the GLWACH catchment area (a 40 mile radius around Fort Leonard Wood) may enroll as a TRICARE Prime beneficiary. Depending on your enrollment application, as a retiree you will have an enrollment fee which can be paid by lump sum, quarterly installments or via monthly allotments. There is an enrollment fee of \$230 per person or \$460 for a family per year, this fee is paid to the TRICARE Contractor. The TRICARE Service Center on the 6th floor of the hospital will assist with enrollment.

17. If I have questions about TRICARE, where do I go?

A. You may visit the TRICARE web site at [HTTP://tricare.osd.mil](http://tricare.osd.mil). You may visit the TRICARE Service Center on the 6th floor of the hospital and speak to a beneficiary representative. You may visit the Beneficiary Counseling and Assistance Coordinator (BCAC) on the 1st floor Room #156-1 or call **(573) 596-0418**. You may also get information by calling 1-888-TRI-WEST **(1-888-874-9378)**.



18. Can I be reimbursed for travel to a civilian provider?

A. All non-active duty Prime enrollees are eligible for travel reimbursements if referred for non-

diabetes management. Patients are also seen on a one-on-one basis when referred by a physician. Call **1-866-299-4234** to schedule an appointment.

38. Do I have to be a patient to eat in the dining facility?

A. The GLWACH dining facility is open to all eligible beneficiaries. You do not need an appointment to eat in the dining facility. Meal hours are: Breakfast - 0630 - 0830, Lunch - 1100 - 1300 and Dinner - 1600 - 1730. We are also open between meal hours from 0830 - 1030 and 1330 - 1530 for grab n' go items.

39. What is the Exceptional Family Member Program (EFMP)?

A. The EFMP is a program managed by the Army Adjutant General. This program identifies family members of active duty service members who may have significant health care problems and require special management. If you have a family member who is in EFMP or if you have questions about the program you may visit the EFMP coordinator in the Pediatric Clinic (1st floor Southwest corridor) or call **(573) 596-0049**. Please visit the GLWACH web site for more information.

40. Are Occupational Health Services available?

A. The GLWACH Occupational Health Clinic is located on the 1st floor of the hospital Room 111 and is open from 0700 - 1630, M - F, except federal holidays. The primary focus of the Occupational Health Program is prevention and protection from work-related injury and disease. Some of the services the Occupational Health Clinic provide are: in-processing screening of all permanent party military personnel and new civilian employees, job-related medical surveillance, fitness for duty exams (civilian), employee education about job-related health hazards, treatment of occupational illness and injuries, hearing conservation, occupational vision, pregnancy surveillance, job-related immunizations, illness absence monitoring, work site evaluations and blood or body fluid exposure program. To schedule an appointment please call **(573) 596-0039/1067**.

41. My organization is having a bake sale or temporary food event that serves food to the



open hours listed above, consider doing so. Laboratory services are available to the Emergency Department and Wards on a 24 hour basis, 7 days a week. You may address questions about laboratory operations by calling **(573) 596-1509**.

35. Where do I get my x-ray performed?

A. GLWACH Radiology Division is located on the 1st floor and is open from 0730 - 1630, M - F, except federal holidays. Emergency procedures are performed 24 hours a day, 7 days a week. We provide Diagnostic imaging, Fluoroscopy, Bone Density, Mammography, Ultrasound, MRI, CT and Nuclear Medicine with a physician order. Questions may be directed to Radiology personnel at **573-596-0029**.



36. Are diagnostic x-rays safe?

A. Diagnostic x-rays are safe. X-rays are a form of electromagnetic radiation that is useful in diagnosing and assessing a patient's health. For instance, chest x-ray, mammogram, routine dental x-rays, an x-ray for a broken bone and even the boarding line in an airport are all examples of the use of x-ray radiation. The Food and Drug federal regulation covers the appropriate guidelines for x-ray radiation safety. X-ray radiation is a snap shot of radiation. If the radiology technician is pressing the button there is radiation, but once it is released the radiation is not being produced. In short, you have a greater chance of developing a radiation induced cancer from smoking cigarettes than a diagnostic x-ray. GLWACH has a Health Physics/Radiation Safety Office that deals with any type of radiation related incident. Furthermore, it assists radiation workers by monitoring their radiation exposure and performing quality control surveys. The office is located in the basement level of the hospital, room 70. Hours of operation are Monday - Friday, 0800 - 1630. For more information please call **(573) 596-0449**.



37. What nutrition services are available at GLWACH?

A. Several nutrition classes are taught by registered dietitians to include cholesterol reduction, weight control (for active duty and family members) and

emergent care that is more than 100 miles one-way from this hospital. Reimbursements for travel for Active Duty are provided by their unit. You can call **573-596-0440** for further information on this program. If you are non-active duty and enrolled to a civilian PCM call **619-236-5324** or contact Travel.coordinator@TROW.tma.osd.mil via email for reimbursement procedures.

19. What is the Health Insurance Portability and Accountability Act (HIPAA) and how does it affect me?

A. HIPAA is a Federal Law that went into effect 14 April 2003. It describes how we may use or disclose your protected health information, with whom that information may be shared and the safeguards we have in place to protect it. Protected Health Information is individually identifiable health information. This information includes demographics, for example, age, address, e-mail address and relates to your past, present or future physical or mental health condition and related health care services. A booklet "Notice of Privacy Practices, Military Health System" is available in Patient Administration Division. For questions, please call Patient Administration Division office at **573-596-0490**.

20. I have an Advanced Medical Directive, how do I get a copy in my health/outpatient medical record?

A. Bring the Directive to the Outpatient Records Desk and it will be filed in your medical record. The record will be labeled "Advanced Medical Directive" on the outside of the record jacket to indicate it contains the Directive.



21. I currently do not have an Advanced Medical Directive, where do I get one?

A. Advanced Medical Directives are prepared at the Administrative Law section of Staff Judge Advocate office. For more information please call **573-596-0626**.

22. What if I have an appointment with a civilian provider, do I need my medical records?

A. This all depends on the provider. Medical records are not released to outside appointments, so if you require records, these will be provided as copies of the necessary information. Many providers need records prior to even scheduling an appointment; therefore it would not be necessary to obtain copies. This can only be answered on a case by case basis. For more information, please call **573-596-9016**.

23. I left my family member records at my last duty station. How can I get them?

A. Present to the Outpatient Records Desk at GLWACH, give them the information as to WHERE the records are and they will make a request for the records. For more information, please call **573-596-0034**.

24. Where do I get copies of my medical records?

A. Copies of records are requested from the Patient Administration Division (PAD) at GLWACH. For more information, please call **573-596-9016**.

25. My spouse has an appointment; can I pick up his/her medical records?

A. No, if your spouse cannot obtain their own records, an employee of the Outpatient Records Department will provide them to the clinic where the appointment is scheduled. If an appointment is scheduled more than twenty-four hours in advance, the records will be available at the time of the appointment.

26. What is Case Management?

A. The purpose of case management is to ensure appropriate access to quality care and to promote care that is safe, timely and cost-effective by maximizing the use of available resources. The case manager (a registered nurse) must also interject objectivity and information where it is lacking, advocate for the patient when necessary and work collaboratively with the patient, family or significant other and the interdisciplinary team in order to develop and implement a plan of care that meets the patient's individual needs. Case managers work with

in this specialty clinic. To schedule an appointment, please call **1-866-299-4234**.

31. I have been told to be admitted to the hospital, what do I do?



A. Report to room 122-3, Admission and Dispositions office at the hospital for completion of paperwork and further instructions. This office is open 24/7. For further information please call **573-596-0033**.

32. Does GLWACH have an active duty Sick Call?

A. No, because all service members assigned to Fort Leonard Wood are enrolled to a PCM. This allows you to be in control of your time and schedule an appointment. Sick Call is viewed as an inefficient use of your time because you would be managed with a mass of other individuals with varying health care needs.



33. Where do I get my prescriptions filled?

A. GLWACH has a full service outpatient and inpatient pharmacy. The outpatient pharmacy is located on the 1st floor of the hospital and is open M - F, 0730 - 1730, except federal holidays. You may address questions about pharmacy operations by calling **(573) 596-0514**. The automated refill pharmacy is for refilling prescriptions issued by the GLWACH pharmacy, and is open M - F, 0800 - 1700. You may request refills by visiting the GLWACH web site or by calling **(573) 596-0128**, 24 hours a day. Please allow 4 working days to refill the prescription.

34. Where do I go for Lab/blood work?



A. GLWACH has a full service Clinical Laboratory. The Laboratory is located on the 1st floor of the hospital adjacent to the main lobby and is open M - F, 0700 - 1630, except federal holidays. Highest patient waiting times are from 0700 - 0900 and 1100 - 1300 daily, so if you can come at other times during our

Oral and Maxillofacial Surgery Clinic provides a full range of oral and maxillofacial surgical procedures to include treatment of impacted wisdom teeth, trauma, infections, pathology and correction of malformations of the oral or facial structures. Intravenous sedation is available. For most cases a referral is required.



Priority is given to active duty members. Others are seen on a space-available basis.



Orthopedic Clinic treats fracture care, sports injuries, arthritis and other musculoskeletal conditions. A referral is needed to make an appointment in this specialty clinic. For more information, please call the clinic at **(573) 596-1764**. To schedule an appointment, please call **1-866-299-4234**.

Otolaryngology (ENT) Clinic requires a referral to make a "first visit" appointment in this specialty clinic. This clinic offers many different types of ear, nose and throat procedures to include nasal and sinus surgery, treatment of ear infection and disease, ear reconstruction for deformity, treatment of head and neck cancers, tonsillectomy/adenoidectomy and treatment for snoring and sleep apnea. To schedule an appointment, please call **1-866-299-4234**.

Physical Therapy Clinic provides musculoskeletal evaluation and treatment of spine and extremity injuries. A referral is needed to make an appointment in this specialty clinic. To schedule an appointment, please call **1-866-299-4234**.



Podiatry Clinic provides diagnosis, care and treatment, to include surgery, of the ankle and foot. To schedule an appointment, please call **1-866-299-4234**.

Urology Clinic provides care for urinary tract problems to include cancers of the urinary tract and male genitalia, impotence, circumcisions, recurrent urinary tract infections, kidney stones, incontinence and vasectomies and reversals. A referral is needed to make an appointment

people to get the health care and other community services they need, when they need them and for the best value. Case management is voluntary and can be discontinued by either party at any time. For more information please call (573) 596-1677.



27. What services are available in the Immunization Clinic?

A. The Immunization Clinic is located on the first floor of GLWACH. Allergy shots are given Monday, Tuesday, Wednesday and Friday between the hours of 0730 - 1600 and Thursday from 0730 - 1130. It is requested that beneficiaries wait in the clinic for 30 minutes after allergy injections. Allergy testing is not available at GLWACH.

Immunizations are given 0730 - 1600 Monday through Friday. Tuberculin or PPDs are not given on Thursday. It is requested that beneficiaries wait in the clinic for 20 minutes after receiving immunizations. The clinic is closed for the afternoon the third Thursday of every month for training. For more information please call **573-596-1768**.

28. I am PCSing overseas, what immunizations do I need for myself and my family?

A. Immunization requirements vary for different areas. For service members PCSing overseas you will first need to go to the HAMIC Clinic for an Overseas Screening. If there are no children PCSing, the spouse should go to the Travel Clinic at Community Health. However, if there are children PCSing then family members will need to schedule an appointment with their Primary Care Provider. For more information please call **573-596-1768**.

29. What services are available through the Surgery Division?

A. The Surgery Division is responsible for the following clinics:

Anesthesia Service provides full anesthesia services to include general, regional and local anesthesia for all surgical procedures to include postoperative pain management. The Anesthesia Service provides pain management for various clinical areas including labor and delivery.

Support is also provided to all hospital divisions in areas of intravenous access, airway management and life support efforts.

Audiology Clinic evaluates, treats and rehabilitates patients with hearing loss. We serve Active Duty and Retired military service members and their families by providing comprehensive audiologic care to determine the extent to which hearing loss interferes with communication.



Active Duty service members and their family members with newly diagnosed hearing loss are provided hearing aids when indicated, hearing rehabilitation that includes orientation to hearing aid use, communication strategies and hearing conservation.

Retired service members may purchase hearing aids through the Retired At Cost Hearing Aid Program (RACHAP), which offers discounts of up to 75%.



Chiropractic Clinic provides neuro-musculoskeletal evaluation and treatment of spine injuries to active duty personnel only. A referral is needed to make an appointment in this specialty clinic. A chiropractic education class is offered on Fridays at 1220 by appointment

and is recommended for all new patients prior to the initial visit. Please arrive early for completion of paperwork and wear loose fitting clothing for the initial visit.

General Surgical Clinic specializes in general surgical concerns, breast health issues, cancer follow-up and endoscopic services to include bronchoscopy, colonoscopy, esophageal gastroduodenoscopy, flexible sigmoidoscopy and proctoscopy. The nursing staff is available to answer questions, provide handout materials, demonstrate breast self-exam and to provide support to patients. A referral is needed to make an appointment in this specialty clinic. To schedule an appointment, please call **1-866-299-4234**.



Obstetrics and Gynecology Clinic provides care to all eligible patients who are not enrolled to the Family Practice clinic. Services provided include obstetrics, well woman exams, pregnancy testing and birth control. For more information, please call the clinic at **(573) 596-1770**.

To schedule an appointment, please call at **1-866-299-4234**.

Occupational Therapy Clinic provides musculoskeletal evaluation and rehabilitation services for hand, wrist and elbow injuries. Services also include custom and generic splints and braces along with wound care procedures. For more information, please call the clinic at **(573) 596-1708**. To schedule an appointment, please call at **1-866-299-4234**.

Ophthalmology Clinic requires a referral to make a "first visit" appointment in this specialty clinic. This clinic offers many different types of eye surgery, to include cataract surgery and eye muscle surgery, treatment of glaucoma and laser treatment of diabetic eye disease. To schedule an appointment, please call **1-866-299-4234**.

Optometry Clinic provides routine eye examinations to evaluate the visual status and eye health and to determine if spectacles are needed. Eye examinations are available for active duty, family members of active duty and retired service members and their families. To schedule an appointment, please call **1-866-299-4234**.



Active duty and retired service members with a spectacle prescription less than one year old may order military spectacles without an examination. To order a pair of military spectacles, a copy of the current spectacle prescription from a civilian or military optometrist must be brought to the Clinic on a walk-in basis between the hours of 0730 - 1600, Monday through Friday.



Due to limited staff, contact lens fitting of new contact lens patients is not possible. Patients who are currently wearing contact lenses successfully may have their contact lens prescription updated during their regularly scheduled eye examination. Patients must bring a complete copy of their current contact lens prescription to their appointment to have the prescription updated.

Vision testing to complete a renewal form for a driver's license may be done on a walk-in basis at the Clinic between 0730 - 1600, Monday through Friday.